

# County of Santa Clara: Social Services Agency DFCS Online Policy & Procedures (OPP)

## Cross Program Protocols

### 13-16 CalWORKs-DFCS Partnership - Common Cases under AB 429 (Family Reunification Cases)

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Reference Points
<b>Effective Date:</b> 1/1/07
<b>Last Updated:</b> 10/10/12
<b>Legal Basis:</b>
 <a href="#">Welfare and Institutions Code (WIC) § 11203</a>
 <a href="#">SSA CalWORKs Handbook</a>
 <a href="#">All County Letter (ACL) 02-36: Changes to the CalWORKs Program to Allow Parents to Receive CalWORKs Services when Their Child is Receiving Out-of-home Care</a>

## Overview

California Assembly Bill 429 provides for the continuation of CalWORKs Employment Services (CWES), under specified circumstances, when a child has been removed from a home and is receiving out-of home care. CWES services include welfare-to-work activities, mental health and substance abuse treatment, and other allowable activities.

Only natural or adoptive parents who had been receiving cash assistance under CalWORKs are eligible for CWES services after the child is removed from the home and placed in out-of-home care. CWES services may be provided for up to 180 days from the date the of the child(ren)'s absence from the CalWORKs assistance unit. Funding for these services may be extended for good cause.

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For eligible families, CWES services are provided through a partnership between two departments of the Social Services Agency: the Department of Family and Children's Services (DFCS) and the Department of Employment and Benefits (DEBS). DFCS social workers and DEBS employment counselors collaborate with one another and with eligible parents to coordinate child welfare services case plans and CalWORKs Employment Services (CWES) plans. Cases of families served by both DFCS and CalWORKs Employment Services are referred to as "common cases."

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### Social Services Agency Policy

It is the policy of the Santa Clara County Social Services Agency that all families who come to the attention of the Agency be assisted in receiving services through the Department of Employment and Benefits (DEBS) for which the families are eligible. In keeping with this policy, all families referred to the Department of Family and Children's Services (DFCS) are assessed for potential eligibility for DEBS services and programs, including cash aid, food stamps, employment services, and Medical.

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### Services Provided Under CWES

CalWORKs Employment Services (CWES) include:

- Child care (children 0-12 years of age)
- Transportation services (bus passes, mileage reimbursement, Guaranteed Ride Program, give Kids a Lift)
- Counseling services (domestic violence, mental health and substance abuse and alcohol in-patient and out-patient treatment)
- Basic education, GED classes, ESL
- Domestic abuse screening, referral and linkage
- Referrals to Second Harvest Food Programs
- Resume preparation, Job Club
- Ancillary support (e.g. books, tools, uniforms)
- Expungement services
- Vocational assessment, vocational training, education, on-the-job training/work experience
- Professional clothing (Career Closet for women and First Impression for men)
- Tattoo removal
- Post-aid services

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### Eligibility for CWES Services for Families Receiving FR Services

Families receiving Family Reunification (FR) services are eligible for CWES services when three criteria are met:

1. The child has been removed from the parent(s) and FR services are planned, and
2. The family was receiving CalWORKs cash aid when the child was removed, and
3. The social worker has assessed that CWES services are necessary and indicated that in the CWS/CMS case plan.
  - Families receiving FR services may receive CWES if they meet the three criteria above, even if they had not received CWES prior to the child's removal.

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### Emergency Response Clerical Responsibilities

When a referral is created at the Child Abuse and Neglect Center (CANC), the Emergency Response (ER) clerical staff:

- Receives the referral from the CANC.
- ID's the child in CWS/CMS to determine if there have been any previous referrals and/or if there is an open DFCS case.
- ID's the persons listed on the referral in CalWIN to determine if there was ever an open case in CalWORKs.

If there..	then the clerical staff..
Has never been an open case in CalWORKs	<ul style="list-style-type: none"><li>• Stamps the Emergency Response Referral Information document with the CalWORKs Record Check stamp.</li><li>• Checks "No CalWORKs Case on the stamp choices on the Emergency Response Referral Information document.</li><li>• Forwards the referral packet to the social worker.</li></ul>

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Is an open CalWORKs case	<ul style="list-style-type: none"><li>• Stamps the Emergency Response Referral Information document with the CalWORKs Record Check stamp.</li><li>• Checks "Open CalWORKs Case" on the stamp choices on the Emergency Response Referral Information document.</li><li>• Attaches screen shots from the CalWIN Case Inquiry window from the [Program], [Case Members], and [Case Detail] tabs.</li><li>• Completes Part A of the CalWORKs Common Case (SCD/SCZ 1811).</li><li>• Forwards the referral packet, including the SCD/SCZ 1811, to the Social Work Coordinator II.</li></ul>
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**ER Social Worker Responsibilities**

See [OPP Chapter 13-16.1: CalWORKs-DFCS Partnership](#) for Emergency Response procedures.

As part of their comprehensive assessment of families, the Emergency Response (ER) social worker:

- Inquires about the economic needs and resources of the families and assesses for economic vulnerability.
- Asks parents about their interest in applying for anti-poverty programs such as Cal Fresh, Medi-cal and CalWORKs
  - For those referrals in which the children are not removed from the home, ER social workers, as appropriate, assess and ask parents if they are interested in applying for anti-poverty programs.
- If a parent expresses interest, completes a CalWORKs/DFCS Intake Referral (SCZ 1812) to assist in expediting service.
- May also send refer parents to the [DFCS-CalWORKs Liaison](#) for eligibility screening for such programs.

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**DI Social Worker Responsibilities**

For those referral in which the child is removed from the home, as part of their comprehensive assessment of the family, the Dependent Intake (DI) social worker:

- Assesses the economic needs and resources of the family and its economic vulnerability.
- Notes notes whether the family's case has been identified by ER clerical as a common case, which indicates that the parents may be eligible for the CalWORKs Employment Services (CWES) program.
  - The DI social worker determines if a case has been identified as a common case by reviewing the Emergency Response Referral Information document in the Intake Packet to see if "CalWORKs", "Closed CalWORKs", or "No CalWORKs" has been written on the front of the document.
- Discusses with the parents the benefits of CWES.
- If the parent(s) agrees with the benefit of the services and to follow up with CWES, gives the parent a referral.

If the ER clerical has indicated that a CalWORKs case..	then the DI social worker...
<p>Is open and it has been determined that a DFCS case will be opened under Family Reunification (FR)</p>	<ul style="list-style-type: none"> <li>• Assesses whether the parent may benefit from an AB429 referral (referral to CWES).</li> <li>• Informs the parent of services available through CWES.</li> <li>• Sends a CalWORKs/DFCS Common Case Communication (SCD/SCZ 1811) to the DFCS-CalWORKs Liaison.               <ul style="list-style-type: none"> <li>○ Richard Ching: Tel: 408-501-6816</li> <li>○ Email: CommonCase@ssa.sccgov.org</li> </ul> </li> <li>• Receives notification from the DFCS-CalWORKs Liaison that parent has been set up for CWES services and has been assigned to the Partnership Employment Counselor.</li> </ul>

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	<ul style="list-style-type: none"><li>• If a pre-dispo social worker is identified, informs the pre-dispo social worker that the case is a common case and invites the pre-dispo social worker to the service plan coordination meeting with the parent and employment counselor to develop the Welfare-to-Work W-T-W case plan.</li> <li>• Collaborates and meets with the parent and the employment counselor to develop a coordinated service and case plan.<ul style="list-style-type: none"><li>○ The purpose of the W-T-W case plan coordination meeting is to integrate the child welfare case plan into the W-T-W plan and avoid duplication of services. Referrals for the Community Health Alliance Team are identified during the meeting.</li><li>○ The service plan coordination meeting should occur before the initial jurisdictional court hearing and may take place as part of a Family Team Meeting.</li></ul></li> <li>• Documents the service plan coordination meeting in a Contact under the Service Management Section of CWS/CMS as a “Meeting with CalWORKs Staff and family, under “Family Engagement Efforts.”</li>  <li>• Prepares the Jurisdictional/ Dispositional Court report.<ul style="list-style-type: none"><li>○ Include CalWORKs Employment Services (CWES), if any are offered, under the Reasonable Efforts heading.</li><li>○ Attach the integrated DFCS/CWES plan to the court report.</li></ul></li>  <li>• Transfers the case to the Continuing social worker after Dispositional orders are made.</li></ul>
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	<ul style="list-style-type: none"><li>• Notify the employment counselor of the case transfer.</li></ul>
Is open, and it has been determined that a DFCS case <u>will not</u> be opened under Family Reunification	<ul style="list-style-type: none"><li>• As applicable, tells the parent that he/she has the option to apply for CalWORKs, CalFresh, and/or Medi-Cal.</li><li>• Gives the parents instructions on how to apply for benefits, i.e. location of offices.</li><li>• The parent's eligibility for the program is determined by the eligibility worker, after the application is made.</li></ul>

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**DFCS/CalWORKs  
Liaison Role**

The DFCS/CalWORKs liaison:

- Checks the benefit status of clients.
- Provides a CalWORKs/DFCS Intake Referral (SCZ 1812) to clients as needed.
- Opens the Special Projects page in the CWS/CMS Client Notebook.
  - For approved SCZ1812 referrals (GA, CWES, CalFRESH), the DFCS-CalWORKs liaison tracks services by entering a special indicator code "CalWORKs 1812" in CWS/CMS. The start date of the special indicator is the date the referral is made. The end date is the date when the referral is approved.
  - Chooses CalWORKs Common Case-Linkages from the drop down menu under the Special Project Name field.
  - Enters the date that the SCZ 1812 was given to the client in the Start Date field on the Special Projects page.
- Receives and follows-up on SCD/SCZ 1811s from DI, ER, and Continuing social workers.

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- Screens the client’s potential eligibility for participation in CWES.
- If the client is potentially eligible for CWES, works with Centralized Client Services (CCS) continuing to set up the client for services.
- Follows up with CCS Continuing regarding service referrals.
- E-mails the social worker, employment counselor’s supervisor, and Social Work coordinator of the status of the CWES referrals.

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**Social Work  
Coordinator's  
Role**

The Social Work Coordinator II:

- Receives a copy of the CalWORKs Common Case (SCD/SCZ 1811) from ER clerical.
- Verifies the CalWORKs status of the referral with the DFCS/CalWORKs liaison and CWES supervisor.
- Confirms with the social worker that the referral will be opened into a DFCS case.
- Informs the social worker of the benefit status of client.
- Checks with the DFCS/CalWORKs liaison to see if a SCD/SCZ 1811 was received for any potentially eligible AB 429 clients.
- If no SCD/SCZ 1811 was received for a potentially eligible client:
  - informs the social worker of services available through CWES.
  - Explains to social worker the reasons for any delays/barriers of case assignment to the Partnership employment counselor.
- Participates in service/case plan coordination meetings, as needed.

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**DFCS  
Continuing**

As a part of the DFCS social worker’s services to the family, the social worker:

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**Social Worker's  
Role**

- Continues the discussion with the parent about services available through CWES, if the parent has not been set up the services.
- Sends a CalWORKs/DFCS Common Case Communication/Alert (SCD/SCZ 1811) to the DFCS-CalWORKs Liaison.
  - Richard Ching: Tel: 408-501-6816
  - Email: CommonCase@ssa.sccgov.org
- Follows-up with the liaison regarding the parent's eligibility for CWES.
- Receives notification from the DFCS-CalWORKs Liaison if the parent has been set up for CWES services and has been assigned to an employment counselor.

If the parent has been determined to be eligible for CWES services and assigned an employment counselor, the DFCS Continuing social worker:

- Contacts the employment counselor at DFCS and begins collaboration.
  - Parent participation in Service Coordination meetings is best practice, and the parent(s) must ultimately sign an agreement for CWES to receive these services.
- Includes Welfare-to-Work (W-TW) participation in the CWS/CMS case plan.
- Monitors the parent's child welfare services case plan for progress and compliance and communicates issues and barriers to the employment counselor.
- May request that the employment counselor convenes a Service Coordination meeting to coordinate activities and services.
- At the six-month case plan update, assesses whether the parent will benefit from continued integration of CWES services in the reunification case plan.

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If it is determined that the parent will benefit from extended CWES services, the Continuing social worker:

- Completes an SCD/SCZ 1811 to request an extension of CWES, stating the outcome of the six-month assessment noted above.
- Participates in Service Coordination meetings when the child welfare services case plan is updated (at least every six months).
- Requests an extension of CWES from the employment counselor or, if applicable, an exemption from employment services participation from the CalWORKs social worker.
- Notifies the employment counselor when the case is continued for another six month, when the case becomes a Family Maintenance case (children returned home), or when the case closes.

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**Parent's' Role**

Parents who receive services under AB 429 when their child(ren) have been removed from the home:

- Meet with their:
  - DFCS social worker and Partnership Employment Counselor (EC) at Service Coordination meetings to:
    - Review both DFCS and CWES expectations.
    - Identify and secure services that support both plans.
    - Plan integration of mandatory CWES hours with DFCS activities.
- Are required to participate in CalWORKs Employment Services (CWES) activities for:
  - 32 hours per week, if a single parent.
  - 35 hours per week, if in a two-parent family.
- Must sign the CalWORKs/DFCS Common Case (SCD/SCZ1811) form to indicate that they are in agreement with the CWES activities.

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- May work with CalWORKs social workers to address issues impeding self-sufficiency (e.g., school attendance, immigration, health concerns, etc.)
- May request to be referred to a CalWORKs social worker, if the parent is the victim or survivor of domestic violence, to apply for an exemption from certain required CWES activities.

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**CalWORKs  
Employment  
Counselor's  
Role**

The CalWORKs Partnership employment counselor works with the parents towards self-sufficiency by:

- Assessing employment skills.
- Developing employment plans.
- Monitoring CWES participation.

In furthering the work with the parents, the employment counselor:

- Convenes the Service Coordination meeting with the DI social worker and parents to establish how the CWES plan can support the DFCS case plan.
  - This meeting is optional when the initial service/case plan coordination meeting occurs before the Jurisdictional Hearing.
- Takes the lead in calling Service Coordination meetings with the DFCS social worker and parents to identify employment activities and CWES hours to be integrated with the child welfare services case plan activities.
- Monitors the parents' CWES plan for progress and compliance.
- Communicates issues and barriers to the primary social worker.
- Makes needed adjustments in the CWES plan in coordination with the social worker.
- Convenes a Service Coordination meeting when the child welfare services case plan is updated (at least every six months).

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- Convenes other Service Coordination meetings to coordinate activities and services, as necessary.
- Refers parents to [CalWORKs social workers](#) for:
  - Help with issues impeding self-sufficiency.
  - A request for Domestic Violence temporary exemption/waiver, if applicable.
- Authorizes ancillary expenses, e.g. transportation, childcare.
- Monitors the CWES case plan for progress and compliance, after the DFCS case is transferred to a Service Bureau Unit.
- Convenes a Service Coordination meeting when the DFCS case plan is updated at the Six-Month Status Review Hearing.
- Convenes other Service Coordination meetings to coordinate activities and services, as necessary.
- Notifies the DFCS social worker by a memorandum or e-mail, if the CalWORKs or CWES case closes.

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### Eligibility Worker's Role

The social worker sends a CalWORKs/DFCS Common Case Communication/Alert (SCD/SCZ 1811) to the DFCS/CalWORKs liaison who forwards the form to Centralized Client Services (CCS) TMT Priority Assignment or CCS Continuing Priority Mail. The eligibility worker who gets the TMT assignment for the referral discontinues the cash aid portion of CalWORKs.

In families in which some children are removed and some children remain at home, the family may receive both Family Maintenance and Family Reunification child welfare services, and there may be both a CalWORKs and Foster Care benefits.

Cases that meet the criteria for AB429 CWES services are processed through the Department of Employment and Benefits Services (DEBS).

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**CalWORKs  
Social Worker's  
Role**

A CalWORKs social worker may become involved with a common case family to:

- Address CalWORKs-related issues that interfere with the parents' self-sufficiency goals and participation in approved CalWORKs activities, such as:
  - School attendance / Basic Needs / Grief and Loss Issues / Family Disputes / Coordination of Services / Crisis Intervention / Client Advocacy / Legal Issues / Parenting / Medical or Behavioral Concerns / Connections to CalWORKs and Community-Based Organizations
- Determine if the common case family needs to be exempted from required CalWORKs Employment Services (CWES) activities related to becoming employed or self-sufficient, if a parent in the family is a past or present victim or survivor of domestic violence.
- Plans services
- Consult and coordinate CalWORKs social work services with DFCS social worker and Partnership employment counselor.
  - Extensions of exemptions may be granted in three month intervals and are based on updates of the parent's progress as reported by the Partnership employment counselor and DFCS social worker.

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**Extension of  
CWES for FR  
Clients**

CalWORKs Employment Services may be offered to parents for 180 days. AB 429 allows for an extension of those services beyond 180 days when there is a good cause determination by the court that family reunification is expected to occur after the initial 180 day period. The Social Services Agency may grant a good cause extension for two situations:

- The extension is for the number of days between the date of removal and the date that the court ordered reunification.
- When the DFCS social worker determines that additional time is necessary to complete the court-ordered reunification plan, plus any days extended before the original plan was in place, for as long as the family receives reunification services.

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At the time of each six month case plan update, the social worker:

- Completes a CalWORKs/DFCS Common Case Communication/Alert (SCD/SCZ 1811), if it is determined that an extension of CWES services is necessary to complete the reunification service plan, and e-mails the SCD/SCZ1811 to the DFCS/CalWORKs liaison.
  - Richard Ching: Tel: 408-501-6816
  - Email: CommonCase@ssa.sccgov.org
- If it is assessed that CWES services should be continued, includes "Meeting with CalWORKs Staff and Family" as one of the Case Management Services in the CWS/CMS case plan update.

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**Termination of Family Reunification and CWES**

CalWORKs Employment Services under AB 429 are ended when Family Reunification (FR) services end. FR services may be ended when:

- The child is reunited with the parent(s) and the case is dismissed,
- The child is reunited with the parent(s) and the family begins to receive services under the Family Maintenance (FM) program, or
- The court orders the terminated of FR services because the parent(s) were not successful in using the services, and Permanency Planning (PP) services begin for the child.

If FR services are terminated because..	then the social worker..
The child is reunited with the parent(s) and the case is dismissed.	<ul style="list-style-type: none"> <li>• Informs the Partnership Employmen Counselor and DFCS CalWorks Liaison of case closure vis telephone, or face to face contct or email communication (CommonCase@ssa.sccgov.org)</li> <li>• Employment counselor end-dates Special Projects Code AB 429 in CWS/CMS.</li> </ul>

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<p>The child is reunited with the parent(s) and the family begins receiving services under the FM Program</p>	<ul style="list-style-type: none"> <li>• Informs the employment counselor and DFCS-CalWORKs Liaison of the program change via telephone, face to face contact or email communication. (CommonCase@ssa.sccgov.org)</li> <li>• Meets with the employment counselor and family to update the Common Case plan.</li> <li>• Employment counselor end-dates Special Projects Code AB429 and start-dates Common Case.</li> </ul> <p>See <a href="#">OPP Chapter 13-16.1: CalWORKs-DFCS Partnership- Common Cases under Family Maintenance Services</a>.</p>
<p>the parents were not successful in using the services and PP services begin for the child</p>	<ul style="list-style-type: none"> <li>• Informs the Partnership employment counselor and DFCS-Cal WORKs Liason that client's FR services are terminated via phone, face to face contact or email communication. (CommonCase@ssa.sccgov.org)</li> <li>• Employment counselor end-dates Special Projects Code AB429 in CWS/CMS.</li> </ul>

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**Closing  
Common Cases:  
Notification  
Procedures**

DFCS Social Worker

- When closing a DFCS case that has been a Common Case, notifies the CalWORKs Partnership employment counselor or DFCS/CalWORKs liaison by sending:
  - A memorandum or e-mail at [CommonCase@ssa.sccgov.org](mailto:CommonCase@ssa.sccgov.org) stating that the DFCS case is closed.

CalWORKs Partnership Employment Counselor

- Notifies the DFCS social worker by a memorandum or e-mail, if the CalWORKs or CWES case closes.

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- The case is transferred to a district office EC, if the parent remains on CWES.
- The case is closed, if the parent goes off CalWORKs cash aid.

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**CalWORKs  
Office  
Locations**

Families can apply for CalWORKs cash aid at these Social Services Agency offices:

- Assistance Application Center

1867 Senter Rd.  
San Jose, CA 95112  
Tel: (408) 758-3600

- North County Office

100 Moffett Blvd.  
Mt. View, CA 94043  
Tel: (408) 758-3600

- South County Office

379 Tomkins Court  
Gilroy, CA 95020  
Tel: (408) 278-2400

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**Contacts**

DFCS-CalWORKs Eligibility Worker Liaison

- Richard Ching

Tel: (408) 501-6816  
Fax: (408) 792-1414  
Email: [Richard.Ching@ssa.sccgov.org](mailto:Richard.Ching@ssa.sccgov.org)

SW Coordinator II for DFCS-CalWorks Partnership

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- Lolita Castillo, MSW

591 N. King Road, SJ 95133  
San Jose, CA 95110  
Tel: (408) 793-8818  
Email: [Lolita.Castillo@ssa.sccgov.org](mailto:Lolita.Castillo@ssa.sccgov.org)

CalWORKs Partnership Employment Counselors (EC's):

- Sofia Vega

373 W. Julian St., 4th Floor  
Tel: (408) 758-3578  
Email: [Sofia.Vega@ssa.sccgov.org](mailto:Sofia.Vega@ssa.sccgov.org)

- Hugo Sanchez  
379 Tomkins Ct.  
Gilroy, CA 95020  
Tel: (408) 758-3334

Email: [Hugo.Sanchez@ssa.sccgov.org](mailto:Hugo.Sanchez@ssa.sccgov.org)

- Silvia Rodriguez

373 W. Julian St., 4th Floor  
Tel: (408) 758-3720  
Email: [Silvia.Rodriguez@ssa.sccgov.org](mailto:Silvia.Rodriguez@ssa.sccgov.org)

CWES Case Management Unit

- Supervisor: Tam Nguyen

1879 Senter Rd., San Jose, CA 95112  
Tel: (408) 758-3714  
Email: [Tam.Nguyen2@ssa.sccgov.org](mailto:Tam.Nguyen2@ssa.sccgov.org)

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**Other  
References**

-  [DFCS-CalWORKs Partnership Quick Reference](#)
  - [OPP Chapter 13-16.1: CalWORKs/DFCS Partnership - Common Cases under Family Maintenance](#)